

Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT****Complete if Known**

Application Number	10/673,115
Filing Date	September 26, 2003
First Named Inventor	Andrew D. Flockhart
Art Unit	3623
Examiner Name	Neil R. Kardos
Attorney Docket Number	4366-108

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**U.S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Document Number Number-kind Code <sup>2 (if known)</sup>	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
/N.K./	1	6,687,257	02/03/04	Balasubramanian	
	2	7,142,666	11/28/06	Bates et al.	
	3	7,373,309	05/13/08	Nishikawa et al.	
	4	2008/0275751	11/06/08	Flockhart et al.	
	5	2008/0275752	11/06/08	Flockhart et al.	
	6	2008/0275766	11/06/08	Flockhart et al.	

**FOREIGN PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document Country Code <sup>2</sup> ; Number <sup>3</sup> ; Kind Code <sup>4</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>5</sup>
/N.K./	7	EP 1246097	10/02/02	BRITISH TELECOMM		
/N.K./	8	JP 2002-297900	10/11/02	IBM JAPAN		(Believed to correspond to US7373309 disclosed herein)
/N.K./	9	JP H7-005907	01/10/95	TOYO CHEMICALS CO LTD		

**OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)**

Examiner Initials*	Cite No. <sup>1</sup>	
/N.K./	10	Judge et al., Agent-enhanced workflow, BT Technologies Journal, Vol. 16 No.3, 1998.
/N.K./	11	Evenson et al., Effective Call Center Management: Evidence from Financial Services, The Wharton Financial Institutions Center, January 1999.

Examiner Signature	/Neil Kardos/	Date Considered	03/09/2009
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\*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

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/N.K./	12	Official Action for Canadian Patent Application No. 2469404, mailed November 13, 2008 (Attorney's Ref. No. 4366-108-CA)
/N.K./	13	Examiner's Office Letter (including translation) for Japanese Patent Application No. 2004-276811, mailed October 20, 2008 (Attorney's Ref. No. 4366-108-JP)

Examiner Signature	/Neil Kardos/	Date Considered	03/09/2009
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